

TECHNICAL EXHIBIT TE-3-TX AUSTIN SERVICE CALL ANALYSIS FY 02

PRIORITY DIST'N

Priority	Pct.
EMERGENCY	5%
HOT/COLD	42%
URGENT	15%
ROUTINE	38%

100%

SERVICE CALL LABOR HR. DIST'N

From	To	Pct.
	<=1	81.8%
>1	<=4	13.5%
>4	<=8	3.7%
>8	<=12	0.4%
>12	<=32	0.4%
>32		0.1%

100.0%

SERVICE CALL TRADE DIST'N

Trade	# Calls	Pct.
HOT/COLD	1599	42.3%
ELECT	292	7.7%
LAMP	213	5.6%
MECH	923	24.4%
STRUCT	131	3.5%
PLUMB	334	8.8%
FIRE/SAFE	174	4.6%
SECUR	67	1.8%
EXTERIOR	12	0.3%
OTHER	31	0.8%

3776 100.0%

CALL ISSUED

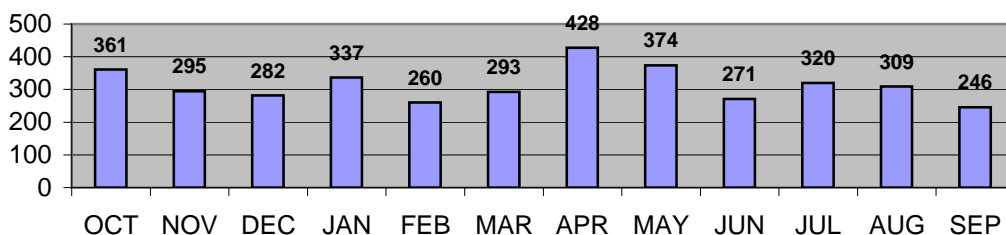
Day	Pct.
SUNDAY	0.0%
MONDAY	19.9%
TUESDAY	26.4%
WEDNESDAY	24.7%
THURSDAY	18.1%
FRIDAY	11.0%
SATURDAY	0.0%

100.0%

**AVG. # CALLS
ISSUED/DAY**

15

SERVICE CALL DIST'N BY MO



An additional 200 service calls may be ordered to correct existing conditions costing less than \$500 in labor and materials identified during the Phase-In inspection at no additional cost to the Government.